GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:604
ANSWERED ON:20.07.2016
Group 'A' Officer as Station Director
Jayavardhan Dr. Jayakumar;Patil Shri Vijaysinh Mohite;Sule Smt. Supriya Sadanand

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways has decided to post young Group 'A' officers at bigger railway stations as station directors;

(b) if so, the objectives thereof;

(c) whether the railway stations have been shortlisted for this purpose and if so, the details thereof;

(d) whether station directors will be equipped with powers to award contract and more financial powers and if so, the details thereof; and

(e) the other steps taken by the Railways to improve customer satisfaction and also enhance business activities?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE)
OF THE MINISTRY OF COMMUNICATIONS AND
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI MANOJ SINHA)

(a) Yes, Madam.
(b) To ensure better passenger amenities, vigilant and sensitive customer services, responsive grievance redressal and to ensure better co-ordination at the station management level.
(c) Yes, Madam. Indian Railway has shortlisted 25 A1 class stations, where high earnings get generated.

(d) Yes, Madam. Station Directors will be equipped with powers to execute the various works at station level in co-ordination with divisional officials.

(e) To deal with the customers in a better manner, frontline staff of Indian Railways are being educated regularly through Customer Care Training.

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